

APPENDIX E. FOOTNOTES

- ¹ Particularly 2001-FO-0004.
- ² Larry P. English, *Improving Data Warehouse and Business Information Quality (IDW&BIQ)*. (New York: John Wiley & Sons, 1999), 17.
- ³ Ibid., 27-30.
- ⁴ Ibid., and Larry P. English, *Information Stewardship: Implementing Accountability for the Information Resource* seminar. (Brentwood, TN, 1993-2002), 21.0.
- ⁵ English, *IDW&BIQ*, 123-124.
- ⁶ Ibid., 123.
- ⁷ Ibid., 119-135.
- ⁸ Cf. *ibid.*, 83-118 for additional discussion of the critical quality characteristics; 119-123 for additional explanation of the procedures and techniques for this task.
- ⁹ For further explanation of procedures and techniques that can be applied in this task, cf. *ibid.*, 126-129.
- ¹⁰ For an explanation of the procedures and techniques for this task, cf. *ibid.*, 130-133.
- ¹¹ For an explanation of the characteristics, cf. *ibid.*, 83-118; for an explanation of the procedures for this task, 119-123.
- ¹² Ibid., 155-196.
- ¹³ Ibid., 171.
- ¹⁴ Ibid., 167-188.
- ¹⁵ To learn more on how to determine an appropriate sample size, confidence level and confidence interval, cf. *ibid.*, 167-177.
- ¹⁶ Ibid., 213-234.
- ¹⁷ Ibid., 188-196.
- ¹⁸ Ibid., 290.
- ¹⁹ For more examples of Best Practices techniques for process improvements, cf. *ibid.*, 302-309.
- ²⁰ For more information, cf. *ibid.*, 298-299.
- ²¹ Ibid., 237-283.
- ²² For more information, cf. *ibid.*, 252-257.
- ²³ Ibid., 188-302; adapted for HUD.
- ²⁴ Cf. W. E. Deming, *Out of the Crisis*: Cambridge: MIT Center for Advanced Engineering Study, 1986.
- ²⁵ Cf. W. Shewhart, *Statistical Method from the Viewpoint of Quality Control*: New York: Dover Publications, 1986.
- ²⁶ Cf. P. B. Crosby, *Quality is Free: The Art of Making Quality Certain*: New York: Penguin Group, 1979.
- ²⁷ Cf. M. Imai, "Kaizen: The Key to Japan's Competitive Success:" New York, Random House, 1989; and "Gemba Kaizen: Low Cost Approach to Management:" New York: McGraw-Hill, 1997.
- ²⁸ Crosby, *op. cit.*, p. 58.
- ²⁹ Ibid., 149.
- ³⁰ Ibid., 146-147.
- ³¹ English, *IDW&BIQ*, 12.
- ³² Larry English, *Information Quality Management: What Managers Must Know and Do* seminar. Brentwood, TN: Information Impact International, 1998-2002, p. 1.2
- ³³ Glossary definitions are taken from four sources, indicated by a letter superscript following each term: **LPE** = Larry P. English, *Improving Data Warehouse and Business Information Quality*. (New York: John Wiley & Sons, 1999), Appendix A; **MWD** = Merriam-Webster Dictionary; **OMB** = OMB Section 515 or 66-FR-49718; **GAO** = Performance Plans: Selected Approaches for Verification and Validation of Agency Performance Information, Page 12, GAO/GGD-99-139.

